

**SAP Concur** 

# FREQUENTLY ASKED QUESTIONS





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## PASSWORD RESETS

Concur System – If you get locked out of Concur or you are unable to reset your password, contact either your travel card admin, travel liaison or agency CFO.

USBank System – If you need to reset your password in Access Online, contact Card Services for assistance.

## PROFILE NAME CHANGE

If the name in your profile is not correct, changes must be made in GHRS first. Once those changes have been updated in GHRS, a file will update Concur in a nightly cycle. If you notice that updated changes have not occurred in your profile, please contact Financial Systems Support for assistance.

Once editable fields of the name have been updated and saved by the traveler, edits will no longer be allowed. If you have made an incorrect change to your Middle Name, you will need to contact Financial Systems Support for assistance.

## WHAT CAN BE CHARGED ON TRAVEL CARD?

The Travel Card is to be used for travel services for lodging, rental vehicles, airfare and other necessary travel expenses related to out of state or qualifying instate actual travel events. The only travel expense category prohibited on the Travel Card is the purchase of food/meals. Meals and incidentals are to be paid using your personal card or cash and reimbursed as described in the Concur training materials.

- Airfare, baggage fees, airport parking
- Hotel, hotel parking
- Transit Costs – shuttle, UBER, taxi, etc. and related tips
- Rental Car and related gas
- Conference Registration

## WHY DO I KEEP GETTING DAILY EMAILS FROM CONCUR ABOUT PENDING CHARGES?

When your travel card is used, charges import into your Concur profile from the bank. Concur generates a daily email notification to remind you to submit those expenses for payment. Charges on the State Travel Card must be paid within 30 days of the due date, regardless of the dates of travel. If there are agency booking fees, airfare or conference registration fees charged prior to the travel event, those expenses should be submitted in an expense report in advance of your travel event, so the bank is paid.



## WHY DOES MY REPORT HAVE THE ERROR, “AN EXPENSE REPORT MUST BE CREATED FROM A REQUEST”?

Each expense report must have an associated “approved” request before submitting. If not done properly, this error will result. Consult the Concur training materials for how to begin this process.

## WHAT SHOULD I DO IF THE HOTEL BILL HAS AN INCORRECT CHARGE ON IT?

Travelers should check their hotel bills (or any receipts) for accuracy before leaving the establishment. Any errors should be addressed immediately with the vendor. Any errors should be credited back to the Travel Card. Travelers should make sure relating credits are included in the expense report with the original charge, so the bank is paid the correct amount.

## DO I NEED TO ATTACH A MILEAGE MAP TO MILEAGE CLAIMS IN CONCUR?

No; Concur is set up to include a Google map of the destination/route the traveler provides on the Personal Mileage expense line.

## HOW DO I FIX MY REPORT IF MY TRAVEL CARD CHARGE HAS AN UNDEFINED OR INCORRECT EXPENSE TYPE?

Some charges import from the bank with an incorrect expense type, based on prior use or how the merchant is categorized with the bank. It is very important that accurate expense types are used for each line. You may edit the expense type by selecting from the dropdown list provided. If the correct expense type is not available, make sure the correct Report Policy is being used by viewing the Report Header.

## WHY DOES MY REPORT HAVE THE ERROR, “THIS EXPENSE CANNOT BE SUBMITTED UNTIL IT IS MATCHED TO AN IMPORTED CARD TRANSACTION”?

Charges made on the State Travel Card must import into Concur from the bank before they can be included in an expense report. They will be identified by a blue credit card icon.  If your charge does not have this icon, wait a day or two to allow time for the bank to submit the transaction to your Concur profile. If you continue to have problems, please contact your Travel Card Administrator.

## WHY DOES MY REPORT HAVE A WARNING THAT DATES OVERLAP ANOTHER REPORT?

This warning is to notify approvers that there are multiple expenses reports relating to this trip. If you have not submitted multiple reports, make sure you haven't created multiple versions in your profile. This warning does not prevent the report from being submitted.



## INTERNATIONAL TRAVEL

State policy is to use the highest CONUS rate in the US for meal allowance for international travel. Reimbursement is based on actual expenses, so receipts must be attached for international travel.

## HOW DO I FIX MY EXPENSE REPORT IF MY REPORT NAME IS INCORRECT ON MY APPROVED REQUEST?

If the Request was approved without the correct Request Name (Destination, Travel Dates), when the Expense Report is created that field can be edited to add the dates of travel. Below is an example of what the screen will look like:

Create a New Expense Report

Report Header

Policy: \*AL-Out of State

Trip Type: Out of State

Report Name (Destination, Travel Dates): Washington DC - 5/20-5/24/19

## WHEN I AM CREATING MY EXPENSE REPORT, THE DATES OF TRAVEL ARE NOT AVAILABLE FOR SELECTION IN THE ITINERARY SCREEN

This is because an itinerary already exists for those travel dates. The most common mistake is a report is deleted, leaving an existing itinerary or an itinerary imports into Concur from the airfare purchase. Within the expense report, click the Details link and select Available Itineraries.

+ New Expense Import Expenses Details Receipts Print / Email

Exceptions

Expense Type	Date	Amount
N/A		

Expenses

Date	Expense Type
Adding New Expense	

No Expenses Found

Report

- Report Header
- Totals
- Audit Trail
- Approval Flow
- Comments
- Allocations
  - Allocations
- Travel Allowances
  - New Itinerary
  - Available Itineraries
- Expenses & Adjustments



From here you should see the itinerary of your trip. Click the correct itinerary and select the Assign button. This will move the itinerary to your current expense report. If your itinerary is not visible, use the drop down to search for itineraries earlier in the year.

**Assigned Itineraries**

Departure City	Date and Time ▲	Arrival City	Date and Time	Arrival Rate Location
No Assigned Itineraries Found				

  

**Available Itineraries**

▼

	Date and Time ▲	Arrival City	Date and Time	Arrival Rate Location
Current Itineraries	05/03/2019 03:00 PM	Montgomery, Alabama	05/03/2019 07:00 PM	MONTGOMERY COUNTY, US-...
Itineraries for this Month				
Itineraries for last Month				
Itineraries for this Quarter	5/12/19			
Itineraries for last Quarter	05/10/2019 08:00 AM	Charleston, South Carolina	05/10/2019 03:00 PM	CHARLESTON COUNTY, US-S...
Itineraries for this Year	05/12/2019 11:00 AM	Montgomery, Alabama	05/12/2019 04:00 PM	MONTGOMERY COUNTY, US-...
Itineraries for last Year				
<b>Itinerary: Washington DC - 5/20-5/24/19</b>				
Montgomery, Alabama	05/20/2019 08:00 AM	Washington, District of Columbia	05/20/2019 05:00 PM	DISTRICT OF COLUMBIA, US-...
Washington, District of Columbia	05/24/2019 12:00 PM	Montgomery, Alabama	05/24/2019 09:00 PM	MONTGOMERY COUNTY, US-...